

PHARMACY *update*

B.C. Edition

SEPTEMBER 2018

REMINDER – BALANCE BILLING

In the March 2017 Pharmacy Update, Green Shield Canada (GSC) included a reminder regarding balance billing. GSC has been recently made aware that some pharmacies are continuing to charge our plan members the submitted amounts in excess of GSC's allowed drug pricing.

Please note that GSC's Pharmacy Provider Agreement (which pharmacies have accepted as the basis for submitting claims to GSC) prohibits charging GSC plan members more than the eligible drug price allowed by GSC. In other words, pharmacies **cannot** charge plan members the difference between the rendered ingredient cost and the amount GSC allows as this would violate the agreement.

GSC's drug pricing policy also applies to coordination of benefits (COB) drug claims when GSC is the secondary plan (i.e., where the claim has already been processed for payment by another private carrier). GSC will reimburse the secondary claim up to the full eligible price of the submitted DIN based on GSC pricing. Any amount submitted in excess of the eligible amount will not be reimbursed and **cannot** be passed on to plan members.

GSC's drug pricing policy ensures that claims are paid fairly and accurately and is supported by the Canadian Life and Health Insurance Association COB practice guidelines. **Any provider found to be balance billing, and therefore in non-compliance of GSC's provider agreement, will be required to reimburse plan members for any excess charges and could also see their provider status revoked.**

Please refer to the Pharmacy Claims Manual on the providerConnect™ website for details.

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